GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact .
Cells displayed show the number of incidents resolved on first contact during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
Customer Company	**Low**	**Medium**	**FCR Total**
GOED	22 8	1 1	23 9
Customer Company Total	22 8	1 1	23 9

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
GOED	22 2	1 0	23 2
Customer Company Total	22 2	1 0	23 2

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
GOED	22 0.60	1 0.00	23 0.57
Customer Company Total	22 0.60	1 0.00	23 0.57

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
Customer Company	**Low**	**Medium**	**MR Total**
GOED	22	1	23
	1	0	1
Customer Company Total	22	1	23
	1	0	1

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
	Low	Medium	ATTR Total
GOED	22 1.37	1 0.03	23 1.31
Customer Company Total	22 1.37	1 0.03	23 1.31

GOED

Detail

Incident	Name	Category	Type	Item	TIR Missed	TIR		TTR Missed	TTR
INC000000211665	Greg Slater	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00			
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No			5.15
INC000000211694	Amy Hamblin	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	2.61			
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No			2.61
INC000000212902	Jill Goodmansen	Telecom	Voice Mail	None	TIR Missed: No	0.07			
	Voice Operations	Annette Nielsen	GOED	Low	Closed	TTR Missed: No			0.22
INC000000212942	Jill Goodmansen	Telecom	Voice Mail	Telephone	TIR Missed: No	0.14			
	Voice Operations	Annette Nielsen	GOED	Low	Closed	TTR Missed: No			0.21
INC000000213877	Chad Davis	Application	None	Novell GroupWise	TIR Missed: No	0.44			
	Application Services	Danielle Hood	GOED	Low	Closed	TTR Missed: No			0.44
INC000000214023	Samantha Julian	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00			
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No			0.05
INC000000214024	Samantha Julian	PC/Laptop	Hardware	None	TIR Missed: No	0.00			
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No			0.04
INC000000214351	Leigh Von Der Esch	Application	Error	Internet Explorer	TIR Missed: No	0.45			
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No			0.45
INC000000215059	Samantha Julian	Application	Error	Novell GroupWise	TIR Missed: No	0.00			
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No			0.03
INC000000215193	Riley Cutler	Application	Error	Novell GroupWise	TIR Missed: No	0.00			
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No			0.03
INC000000215423	Michael Sullivan	Application	None	Novell GroupWise	TIR Missed: No	0.47			
	Capitol Hosting	Jill Berman	GOED	Low	Closed	TTR Missed: No			1.40
INC000000217540	Shane Chapman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00			
	Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed	TTR Missed: No			0.00
INC000000218581	Kelsy Alsup	Telecom	Dial Tone	Telephone	TIR Missed: No	0.25			
	Voice/Data/WAN Services	Greg Blessing	GOED	Low	Closed	TTR Missed: No			0.48
INC000000219768	Marshall Moore	Application	Error	Novell GroupWise	TIR Missed: Yes	5.96			
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No			5.96
INC000000220962	Samantha Julian	Application	Reporting	Novell GroupWise	TIR Missed: No	0.77			
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No			1.17
INC000000221022	Cheralyn Anderson	Application	Password	Novell GroupWise	TIR Missed: No	0.00			
	Metro D Help Desk	Doug Brown	GOED	Low	Resolved	TTR Missed: No			0.00

GOED

INC000000221038	Chuck Spence	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.58
Metro A Desktop Support		Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	2.65
INC000000221129	Barbara Bloedorn	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.37
Diebold		Dennis Rogers	GOED	Low	Resolved	TTR Missed: Yes	TTR:	7.30
INC000000222499	Sharon Young	Network	Virus	Internet Explorer		TIR Missed: No	TIR:	0.79
Metro A Desktop Support		Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.79
INC000000223314	Sharon Young	Application	Reporting	None		TIR Missed: No	TIR:	0.17
Metro A Desktop Support		Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	1.01
INC000000224127	Tara Thue	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Burton Brown	GOED	Medium	Resolved	TTR Missed: No	TTR:	0.03
INC000000224440	Amy Hamblin	Network	Error	None		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	GOED	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000225288	Sue Watson	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.08
Help Desk		Brenda Treadway	GOED	Low	Resolved	TTR Missed: No	TTR:	0.17